

## Department of Social Services System of Care Procurement and Implementation Plan

| <b><u>Quarter</u></b>  | <b><u>Phase of Work</u></b>   |
|------------------------|---|
| 4/1/04 to<br>6/30/04   | <p><b>Complete design of Operational Model for Area-based Lead Agencies (AL) and Regional Resource Centers (RRC)</b></p> <ul style="list-style-type: none"> <li>▪ Complete consensus process re: decision-making roles &amp; responsibilities</li> <li>▪ Conduct data analysis and systems mapping exercise to understand utilization dynamics and opportunities for change within the service system</li> <li>▪ Determine AL and RRC management responsibilities, qualifications, and funding mechanisms and levels (including rate structure and self-referral caps)</li> <li>▪ Design Service Management Protocols, including referral criteria and access to service networks, service planning and coordination, utilization review, and discharge planning and aftercare.</li> <li>▪ Identify linking opportunities with the broader children's service system.</li> </ul>  |
| 7/1/04 to<br>9/30/04   | <p><b>Produce and Issue Area Lead Agency and Regional Resource Center RFR(s) based on vetting of the proposed model</b></p> <ul style="list-style-type: none"> <li>▪ Early to Mid July: Test the Operational Model internally via Regional team meetings</li> <li>▪ Mid to Late July: Test the Operational Model with providers and partners via Regional Public Information Sessions</li> <li>▪ August: Finalize RFR(s)</li> <li>▪ September 8: Issue the RFR(s)</li> <li>▪ Early to Mid September: Hold Bidders Conferences</li> </ul>  |
| 10/1/04 to<br>12/31/04 | <p><b>Evaluate Proposals and Award Contracts</b></p> <p>November 1: Proposals due<br/>December 1: Announce award decisions<br/>January 1: Contract start date. There will be some overlap with current lead agency contracts in order to allow for a smooth transition for families, kids, and social workers.</p> <p><b>Finalize Design of Service Networks</b> (early design approaches will be vetted at same time as Area Lead and Regional Resource Center operational model in July)</p> <ul style="list-style-type: none"> <li>▪ Determine areas for statewide consistency and local variation / flexibility</li> <li>▪ Design specific strategies to address lessons from Debriefings with DSS staff: improve assessment services, integrate formal and informal services, untangle departmental and contracted foster care, re-engineer residential services, enhance post-legalization supports</li> </ul> <p><b>Design Management Infrastructure including...</b></p> <ul style="list-style-type: none"> <li>▪ Contract structure and rate types for network services</li> <li>▪ Payment system for network services</li> <li>▪ Contract management and accountability system</li> <li>▪ Data collection and reporting system</li> </ul> <p><b>Design Transition Plans for...</b></p> <ul style="list-style-type: none"> <li>▪ Families and children receiving services</li> </ul> |

- Current service models, rates
- Integrating data into a single system

1/1/05 to  
3/31/05

#### **Issue RFR for and Select Service Network Providers**

Network Services could be paid directly by DSS and/or as subcontracts to Area-based Lead Agencies / Regional Resource Centers receiving a case rate. This will depend on other design decisions, particularly the extent that DSS authorizes ALs and/or RRCs to make case-related decisions.

- January: Finalize RFR
- January 31: Issue Network RFR
- Early to Mid February: Conduct Bidders Conferences
- March 31: Establish Contracts (RFR remains open on a rolling basis)

#### **Build Management Infrastructure**

- Establish Resource Allocation decision processes and tools
- Build and test Financial and other Management Reports
- Build and test FamilyNet enhancements
- Train re: systems operations

#### **Implement Transition Plans**

4/1/05 to  
6/30/05

#### **Begin Service Delivery through new local service networks**

Work out the kinks re: access, participation, relationships, payment